Quality Assurance & Export/Domestic Officer

Richmond Dairies Pty Ltd – Casino, NSW

Richmond Dairies is seeking a practical and organised **Quality Assurance & Export/Domestic Officer** to support our Quality Assurance function and assist with export, domestic and dispatch activities at our dairy manufacturing facility in Casino, NSW.

This is a hands-on support role combining day-to-day quality assurance activities with export and domestic documentation, order coordination and dispatch-related tasks.

The position will work closely with our Quality Assurance Manager on QA and food safety matters and will receive guidance and training in Export/Domestic processes while supporting customers, Production, Laboratory, Stores, freight providers and other internal and external stakeholders.

About the Role

- The Quality Assurance & Export/Domestic Officer will provide operational support across two closely connected areas of Richmond Dairies' business: **Quality Assurance and Export/Domestic operations**.
- On the QA side, the position will work under the guidance of the Quality Assurance Manager, assisting with routine food safety and quality activities, documentation, internal audits, non-conformances, certification programs and other QA requirements.
- On the Export/Domestic side, the position will support the processing of customer orders, preparation of documentation, freight and dispatch arrangements and communication with relevant internal and external stakeholders. Training and guidance will be provided in Richmond Dairies' export and domestic processes and regulatory requirements.
- The allocation of time between Quality Assurance and Export/Domestic activities will vary according to operational requirements and business priorities.

What You'll Be Responsible For Quality Assurance

- Supporting the QA Manager with day-to-day quality and food safety activities.
- Assisting with activities required to support compliance with NSW Food Authority, FSANZ, customer requirements and FSSC 22000.
- Assisting with preparation for internal audits and external regulatory and certification audits.
- Maintaining food safety and quality documentation, records and registers in accordance with established procedures.
- Following up non-conformances and corrective actions as directed.
- Supporting HACCP and food safety activities.
- Assisting with staff training on food safety, hygiene, quality and compliance requirements.

- Assisting with customer complaint investigations, traceability exercises and product recalls where required.
- Supporting Richmond Dairies' Halal and Kosher certification activities.
- Assisting with product release documentation and related administrative requirements.
- Assisting with sampling, routine quality checks and other QA activities as required.
- Working with Production, Laboratory and operational teams to support QA requirements.

Export/Domestic & Dispatch

- Supporting the processing and coordination of export and domestic orders in accordance with established procedures.
- Preparing export and domestic documentation, including permits, health certificates, shipping documents and other required documentation, under guidance.
- Assisting with documentation required to meet DAFF and importing-country requirements.
- Checking customer and shipment documentation against established requirements and escalating any discrepancies or exceptions.
- Assisting with freight bookings and liaising with freight forwarders, shipping lines and transport providers.
- Following up with Production, Laboratory, QA and Stores regarding product readiness and scheduled dispatches.
- Checking that required documentation and approvals are in place prior to dispatch and escalating outstanding requirements.
- Assisting with domestic customer collections and freight arrangements.
- Communicating routine order, collection and shipment information to customers.
- Providing shipment and dispatch updates to customers as required.
- Monitoring dispatch schedules and following up outstanding actions.
- Escalating documentation, freight, customer or delivery issues where required.
- Maintaining accurate export, domestic order and dispatch records.
- Assisting with sales invoices, purchase orders and administrative documentation associated with export and domestic activities.
- Following Richmond Dairies' established export procedures and regulatory requirements.

What You'll Bring

- We are looking for someone who is accurate, organised, willing to learn and comfortable working across different functions in a fast-paced food manufacturing environment.
- You will ideally bring:
- Experience in administration, Quality Assurance, logistics, export/domestic coordination, food manufacturing or a related role.
- An understanding of food safety and quality systems, or willingness to develop this knowledge.

- Strong organisational and documentation skills.
- High attention to detail and accuracy.
- Ability to follow established procedures and instructions.
- Ability to manage multiple tasks and meet deadlines.
- Good written and verbal communication skills.
- Confidence communicating with internal departments, customers and service providers.
- Ability to identify issues and escalate them appropriately.
- A practical and collaborative approach to problem solving.

Highly Regarded

- The following would be an advantage:
- Qualification or studies in Food Science, Food Technology, Quality Assurance, Business, Logistics, International Trade or a related discipline.
- Experience in dairy or food manufacturing.
- Knowledge of HACCP or FSSC 22000.
- Previous exposure to Australian export documentation, permits or health certificates.
- Experience with export certification systems such as MEX/EXDOCS or similar platforms.
- Experience supporting freight, shipping or dispatch activities.
- Knowledge of Halal or Kosher certification requirements.

Why Join Richmond Dairies?

This is an opportunity to join an established dairy manufacturing business and work across a diverse range of products, customers and manufacturing processes.

The role offers a unique opportunity to gain experience across both **Quality Assurance and Export/Domestic operations**, working closely with experienced Quality, Technical, Production and Commercial teams and gaining exposure to the complete process from food safety and product release through to customer delivery.

You will have the opportunity to develop your skills across quality, regulatory compliance, international trade, customer service and logistics while making a direct contribution to product quality, food safety and the successful delivery of Richmond Dairies' products to domestic and international customers.

If you are a practical, detail-focused and organised person who enjoys taking ownership, following matters through to completion and working across different areas of a manufacturing business, we would like to hear from you.

Apply with your resume and a brief cover letter outlining your relevant experience.